

**EXAMINATION ANNOUNCEMENT**  
**INSURANCE INVESTIGATOR**  
**OPEN, DEPARTMENTAL**



CALIFORNIA STATE DEPARTMENT OF

# Insurance

**SALARY RANGE \$2,871 - \$4,940**

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION AGE OR SEXUAL ORIENTATION

<b>How to Apply</b>	<p align="center"><b>FINAL FILING DATE: June 20, 2007</b>  <b>WRITTEN TEST DATE: July 28, 2007</b></p> <p align="center"><b><i>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD</i></b></p> <p align="center"><b>Send applications to:</b>  <b>Department of Insurance</b>  <b>300 Capitol Mall, 13<sup>th</sup> Floor</b>  <b>Sacramento, CA 95814</b>  <b>Attention: Tiffany Chew</b></p> <p>Application (form STD678) must be <i>POSTMARKED</i> no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date <u><b>will not</b></u> be accepted for any reason. Applications must have an original signature. If you have a disability and need special testing arrangements, mark the appropriate box on the application. You will be contacted to make specific arrangements.</p>
<b>Requirements for Admittance to the Examination</b>	<p>Applications must be submitted by the final file date, June 20, 2007. All applicants must meet the educational and/or experience requirement for this examination by July 28, 2007, the written test day.</p> <p align="center"><b>MINIMUM QUALIFICATIONS</b></p> <p align="center"><b>Either I</b></p> <p><b>EDUCATION:</b> Equivalent to graduation from college, preferably in criminal justice, administration of justice, police science or business administration. (Registration as a senior in a recognized institution will admit applications to the examination, but they must provide evidence of graduation or its equivalent before they can be considered eligible for appointment).</p> <p align="center"><b>Or II</b></p> <p><b>EXPERIENCE:</b> Two years of experience in investigative work. <b>And</b>  <b>EDUCATION:</b> Equivalent to two years of college. (Additional qualifying experience may be substituted for the required education on year-for-year basis.)</p> <p align="center"><b>Or III</b></p> <p>One year of experience in the Department of Insurance performing duties as an Insurance Trainee, Range B.</p>
<b>Position Description</b>	<p>The class of Insurance Investigator is a recruiting and development class for work in the Insurance Investigator series. The incumbents are assigned responsibilities commensurate with their background and training. Incumbents may work alone, with a team, or as a lead investigator assigned to investigate violations of insurance and other related laws and assist with the criminal and/or regulatory prosecution in both State and Federal courts. Some positions may require travel throughout their geographic office region and the State of California.</p> <p>This is an entry level examination and there are several levels of advancement within this classification series. Specifications describing the minimum requirements for each of these can be accessed on our website. The next level of advancement in the promotional path for this series classification is the Associate level. Examinations for higher level classifications are usually given on a promotional basis which is limited to civil service employees. Therefore your first step must be to apply for and take this entry level civil service examination, Insurance Investigator.</p> <p><b><i>Positions are located in Benicia, Fresno, Los Angeles, Rancho Cucamonga, Sacramento, Santa Ana, San Diego, and Valencia.</i></b></p>
<b>Examination Information</b>	<p align="center"><b>WRITTEN EXAMINATION WEIGHTED 100%</b></p> <p>This examination will consist of a written examination weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the examination.</p>
<b>Examination Scope</b>	<p>The written examination for this classification will consist of the following five sections:</p> <ol style="list-style-type: none"> <li>1. Insurance Investigator Terms and Concepts</li> <li>2. Arithmetic Calculations</li> <li>3. Reading and Applying Written Materials</li> <li>4. Writing Skills</li> <li>5. Situational Workplace Scenarios</li> </ol> <p>Emphasis in the written test will be on measuring competitively each competitor's:</p>

	<b>Knowledge of:</b> 1. Research techniques, accounting principles and procedures.	<b>Ability to:</b> 1. Gather and analyze data. 2. Reason logically, draw valid conclusions, and make appropriate recommendations. 3. Read comprehensively. 4. Participate effectively in conferences and interviews. 5. Speak effectively and write in a clear, concise form. 6. Establish and maintain effective working relationships.
<b>Eligible List Information</b>	A departmental open eligible list will be established for the Department of Insurance. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.  <b>Veteran's Preference Points</b> will be granted in this examination. Veteran's preference credit will be added to the final score of those competitors who are successful in this examination and who qualify for and have requested these points.  <b>Career Credits</b> will be not granted in this examination.	

## INSURANCE INVESTIGATOR

**FINAL FILING DATE: June 20, 2007**  
**WRITTEN TEST DATE: July 28, 2007**

### GENERAL INFORMATION

**It is the candidate's responsibility** to contact the California Department of Insurance, Human Resources Management Division, Sacramento (916) 492-3311 three days prior to the written test date if he/she has not received his/her notice.

**For an examination** without a written feature it is the candidate's responsibility to contact the California Department of Insurance, Human Resources Management Division, Sacramento (916) 492-3311 three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at the Department of Insurance offices, State Personnel Board offices, and local offices of the Employment Development Department, and on the Internet at <http://www.spb.ca.gov>.

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The California Department of Insurance** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: (1) subdivisional promotional, (2) departmental promotional, (3) multi-departmental promotional, (4) servicewide promotional, (5) departmental open, (6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veteran's Preference:** California law allows granting of veteran's preference points in open entrance examinations and open, non-promotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; 15 points for disabled veterans. Credit in open, non-promotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. Directions for applying for veteran's preference points are on the Veteran's Preference Application form (Form 1093), which is available from State Personnel Board Offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

California Relay (Telephone) Service for the Deaf or Hearing impaired:  
From TDD phones: 1-800-735-2929, from voice phones: 1-800-735-2922

Department of Insurance  
Human Resources Management Division  
300 Capitol Mall, 13th Floor  
Sacramento, CA 95814  
(916) 492-3393

Release Date: 5/23/07